

Exam requirements

Executive Consultant/Manager Certificate in IT Service Management according to ISO/IEC 20000

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Start date 1 July 2009

Target group The target group for this qualification includes those personnel who are involved on a strategic level in:

- Defining ITSM strategies, policies and objectives in relation with the service provider's strategy
- Writing the IT service provision policies, defining objectives and metrics
- Defining the management system for IT service management (e.g. scope, responsibilities)
- Evaluating the IT service management system and the level of compliancy
- Managing implementation and improvement programs
- Initiating and managing cultural change in the organization

Specific roles could include:

- IT Director
- IT Quality Manager
- Program or project manager (involved in implementation or improvement programs)
- Senior IT Service Management Manager
- Consultant to the above

Prerequisites

The candidate should possess the following certificates:

- The Foundation Certificate in ITSM according to ISO/IEC 20000
- The Professional Certificate Management and Improvement of ITSM processes according to ISO/IEC 20000
- Two additional Professional Certificates in ITSM according to ISO/IEC 20000
- The Manager/Consultant certificate in ITSM according to ISO/IEC 20000

The candidate should have at least 3 years experience in a consultant/manager role and attended an accredited master class Executive Consultant/Manager in IT Service Management according to ISO/IEC 20000, having accomplished successfully the project assignments for the accredited training class.

| Exam requirements | | Weight % |
|----------------------------|--|-----------------|
| | 1. Setting the direction for the IT organization | 40 |
| | 2. Directing the IT organization | 30 |
| | 3. Monitoring the performance of the IT organization | 15 |
| | 4. Governing the IT service management system | 15 |
| Examination session | Referral to literature and notes is not permitted | |

Specification of the exam requirements

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|---|---|
| 1. Setting the direction for the IT organization | 1.1 Define an IT service management approach |
| | 1.2 Design a strategic framework for the portfolio of products and services |
| | 1.3 Define a management system for IT service management |
| 2. Directing the IT organization | 2.1 Communicate vision and strategy |
| | 2.2 Manage organizational change |
| 3. Monitoring the performance of the IT organization | 3.1 Evaluate the level of compliance |
| | 3.2 Assess strategic risks |
| 4. Governing the IT service management system | 4.1 Setting IT service management objectives |
| | 4.2 Manage risks to the integrated management system |

List of Basic Concepts

This section contains the terms with which candidates should be familiar. Terms are listed in alphabetical order.

- Accountability
- Alignment
- Balanced scorecard
- Behavior
- Belief
- Best Practice
- Bureaucracy
- Business benefit
- Business case
- Business requirement
- Business strategy
- Capability
- Coaching
- CoBiT™
- Commitment
- Communication plan
- Competencies
- Compliance
- Context
- Contract

- Cost
- Critical success factors
- Cultural change
- Customer satisfaction
- Deliverable
- Effective communication
- Effectiveness
- Efficiency
- Governance
- Hierarchy
- Impact of risk occurrence
- Improvement priorities
- Integrated management system
- Inter-function cooperation
- Intergroup communication
- Interpersonal communication
- Intervention
- Investment
- Monitoring
- ISO/IEC 20000
- ISO/IEC 27000
- ISO/IEC 9000
- IT service
- IT service management processes
- ITIL®
- Key stakeholder
- Leadership style
- Legal requirement
- Management system
- Management system assessment
- Management system scope
- Maturity
- Media
- Mentoring
- Metrics
- Mission statement
- MOF®
- Monitoring
- Needs of the individual
- Needs of the organization
- Objective
- Operational risk
- Organization structure
- Organizational behavior
- Organizational chart
- Organizational communication
- Organizational culture
- Organizational risk assessment
- Performance
- Performance trends
- Policy
- Portfolio of products and services

- Process
- Process model
- Product portfolio
- Program
- Project
- Public relations
- Reporting
- Risk management
- Risk management procedure
- Risk plan
- Risk probability
- Risk response
- Role
- Role assignment
- Role competency
- Scoping factor
- Service improvement co-ordination
- Service Improvement Plan
- Service improvement policy
- Service improvement process/procedure
- Service management framework
- Service management plan
- Service management tool
- Sponsor
- Stakeholder
- Standards alignment
- Strategic objectives
- Strategy
- Validation
- Value
- Vision
- Vulnerability

Literature

- | | |
|----------|--|
| A | ISO/IEC ISO/IEC 20000-1:2005(E) Part 1: Specification Switzerland, ISO, 2005 ISO/IEC 20000-1:2005(E) |
| B | ISO/IEC ISO/IEC 20000-2:2005(E) Part 2: Code of Practice Switzerland, ISO, 2005 ISO/IEC 20000-2:2005(E) |
| C | David Clifford Implementing ISO/IEC 20000 Certification – The Roadmap The Netherlands, Van Haren Publishing, 2008 ISBN: 9 789 08753 0822 |
| D | Dr Jenny Dugmore and Shirley Lacey Achieving ISO/IEC 20000 – Why People Matter UK, BSi, 2006 ISBN: 9 789 08753 0822 |

- E** Dr Jenny Dugmore and Shirley Lacey
Achieving ISO/IEC 20000 – Management decisions and documentation
 UK, BSi, 2006
 ISBN: 9 780 58047 4583
- F** Dr Jenny Dugmore and Shirley Lacey
Achieving ISO/IEC 20000 – Making metrics work
 UK, BSi, 2006
 ISBN: 9 780 58047 4606
- G** Dr Jenny Dugmore and Shirley Lacey
Achieving ISO/IEC 20000 – Integrated service management
 UK, BSi, 2006
 ISBN: 9 780 58044 6429
- H** itSMF ISO/IEC 20000 Management Board
Scoping and Eligibility Guidelines
 UK, itSMF, 2006
 ISBN: n/a
 (This publication will be replaced by the ISO/IEC 20000-3:200? (Part 3) “Guidance for the Scoping and Applicability of ISO/IEC 20000-1” once it has been published)
- I** Dr Jenny Dugmore and Shirley Lacey
Achieving ISO/IEC 20000 – Managing End-to-End Service
 UK, BSi, 2006
 ISBN: 9 780 58047 4613
- J** Leo van Selm
ISO / IEC 20000 An Introduction
 The Netherlands, Van Haren Publishing, 2008
 ISBN: 9 789 08753 0815
 (This book can replace **A** and **B** because it encompasses the text of the standard.)
- K** Dr Jenny Dugmore and Shirley Lacey
Achieving ISO/IEC 20000 – Finance for Service Managers (BIP 0034)
 UK, BSi, 2006
 ISBN: 0 580 44623
- L** Dr Jenny Dugmore and Shirley Lacey
Achieving ISO/IEC 20000 – Enabling Change
 UK, BSi, 2006
 ISBN: 0 580 44639 5
- M** J. Slocum and D. Hellriegel
[Fundamentals of Organizational Behavior](#)
 UK, South-West Thomson Learning, 2008
 ISBN: 978-0-324-58115-7 (USA: 0-324-57872-5)

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